

Chesterfield County Telephone Reassurance Program

Senior Advocate's Office

Mission Statement: The Telephone Reassurance Program will promote security of "at risk" older adults and adults with disabilities while reducing isolation, victimization and health concerns, by contact through daily/weekly telephone reassurance calls. To accomplish its goal, the program will coordinate efforts through the Senior Advocate's office and be administered by volunteers.

General Information: The Senior Advocate's office has recognized the need for telephone calls to isolated and vulnerable adults. The Telephone Reassurance Program is a brief, daily/weekly telephone call to an older adult or adult with disabilities to verify their well-being. The program is designed for individuals who live alone or feel isolated, and serves as a lifeline for this population in our community.

One of the most effective means of reducing isolation, victimization and health concerns is contact through a telephone call. Many times an older adult may fall or become injured and doesn't receive help for extended periods of time. This service not only ensures their safety, but peace of mind for relatives and neighbors who care about them. This has been a successful service in many areas of the country.

Participants will receive a phone call daily/weekly from a trained volunteer. The call is placed between 10 a.m.-12 p.m. Monday, Wednesday and Thursday, and 12-2 p.m. on Tuesdays. If the subscriber does not answer the phone, a procedure of safety checks is followed.

- The names for potential participants come from individuals or organizations that have contact with older adults or adults with disabilities.
- A contact person is needed in case the volunteer cannot reach the participant. This information is on the seniors form.
- All participants agree to the program guidelines.
- The volunteers have gone through an interview, training and background check.

Benefits to the senior:

- Isolated seniors and adults with disabilities benefit from personally talking one-on-one to another individual.
- If a subscriber does not answer the phone at the designated time, procedures are followed that include calls later in the day, or calls to neighbors or relatives to check on the person.
- Well-being of the subscriber. A confidential information sheet is completed for each subscriber including emergency contacts, phone numbers and other contacts.
- Crime prevention information and other resource info will be mailed to each applicant quarterly.

Chesterfield County Office of the Senior Advocate
9800 Government Center Parkway, P. O. Box 40, Chesterfield, VA 23832
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Benefits to the community:

- Chesterfield affirms that older adults and adults with disabilities are valued by the community and should have care available.
- Develop a partnership between human service agencies and law enforcement for more efficient problem solving with older adults and adults with disabilities safety issues.
- Expand information and referral resources for human service agencies.

The Telephone Reassurance Program is free of charge and will continue until the individual no longer wishes to participate.

For more information on the Telephone Reassurance Program and to get involved as an elder or volunteer, contact the Senior Advocate's office at 804-768-7878 or Leidheiserd@chesterfield.gov